Seattle Children's Incident Reporting System

A modular approach to evolving needs and capabilities

Seattle Children's
HOSPITAL · RESEARCH · FOUNDATION

Case Study

SECURITY MANAGEMENT

iViewSYSTEMS
Security | Surveillance | Solutions

For more than 100 years, Seattle Children's has been delivering superior patient care while advancing new treatments through pediatric research. The 14 facilities that comprise the health-care network include one main hospital; but also include a research division, off-site clinics, and administration buildings totaling more than 1 million total square feet. The network's 1,300 active medical staff, 5,000 staff and 1,000 volunteers served more than 350,000 patients in 2013.

The hospital has 60 security officers who perform a variety of security and customer service functions. Seattle Children's primary security infrastructure includes more than 1,000 card readers and 600 cameras. The Security team generates more than 25,000 reports a year.

INCIDENT REPORTING

"One of the largest focuses around Seattle Children's is safety," says Dylan Hayes who has served as the Hospital's physical security/technology project manager for the past 14 years. "It is important to explain how each project fits into the mission and goals of the organization," and how it is part of the continuum of care. One of the key projects Hayes managed was the selection and implementation of a new incident reporting system.

Prior to choosing the iTrak system, the hospital had been using a proprietary system for incident reporting they had developed in-house with the assistance of a contractor. But the team wanted to accomplish more than that system could feasibly allow it to.

"We wanted to be able to pull up historical information, reporting information, and have additional features for our business needs" syas Hayes. "As a baseline we needed a documentation system with advanced options—the kind you can only really get from a modern incident reporting system."

Hayes and his team looked at major players in the incident reporting market and did extensive benchmarking with major companies both within and outside the healthcare industry. These regional Fortune 500 companies provided Children's Seattle with useful perspectives on the systems they have in place and the reasons they use them. Hayes believes

Children's Hospital Seattle

Seattle Children's serves as the pediatric and adolescent academic medical referral center for Washington, Alaska, Montana and Idaho, the largest landmass of any children's hospital in the country.

- 14 facilities comprising more than 1 million total square feet
- 357,206 Annual patient visits
- 34,825 Annual Emergency Department visits
- 323 Licensed beds
- Gross revenue: $1.7 billion
- Active medical staff, total: 1,309
- Active staff, total: 5,000
- Average number of volunteers per month: 969
- Members of Guild Association: 7,000

Major Security Systems
- Access Control: Lenel OnGuard
- Guard Tour: TourTrax
- **Incident Reporting: iView iTrak**

that vendors and partners are excellent sources for learning about the latest capabilities and features, but he studies what larger companies are doing to discern what translatable knowledge, processes, and systems will succeed at Seattle Children's.

They decided early on that they would need a solution that utilized an open software architecture so that the investment would integrate rapidly with their current systems. The team also wanted to ensure it would not become a stand-alone investment that would prevent the security infrastructure from integrating with other open systems in the future.

"We really don't want to go down the route of expensive customizations," says Hayes. "We are really happy with what we have and we want to use it long term. The IT team doesn't favor new stand alone systems and I don't want them either."

"To us, iView immediately was a company that stood out as innovative and cutting edge with the integrations they are doing in more than 20 hospital chains in organizations with as many as 30 properties.
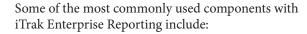
SECURITY MANAGEMENT

iViewSYSTEMS

But one of the deciding factors for Seattle Children's was the modular architecture that provided the ability to seamlessly integrate discrete functions with the core incident reporting system.

"Most of the major systems all have similar features such as e-mail notifications, best practices, and custom forms," says Hayes. What distinguished the iView platform was how it anticipated other duties of front line officers and provided these as integrated options. "iView also had this Lost and Found module that fit really nicely into their reporting software, and into the way we operate."

> "As a baseline we needed an improved documentation system with advanced options, the kind you can only really get from a modern incident reporting system."

Some of the most commonly used components with iTrak Enterprise Reporting include:

- Lost & Found
- Work Order
- iDispatch
- Anonymous Web e-Reporting
- Active Directory Single Sign-on
- Ad Hoc Reporting
- Personnel Data Importer

GROWING THE CAPABILITIES OF THE SYSTEM

Seattle Children's originally invested in the iView Incident Reporting and Risk Management Platform in 2008 and has steadily grown the system within the hospital environment, increasing the licensed users and adding components as they fit the organization's needs.

The hospital invested in the Anonymous Web e-reporting module earlier in the year and is in the process of deployment. "We wanted to ensure we had a truly and verifiably anonymous process for individuals to report sensitive concerns that may go unreported," said Hayes.

The Anonymous Web e-Reporting function is designed to provide a channel to collect, manage, and learn from all the issues and events that might represent a risk to the organization, but would otherwise not be raised. The web access allows staff

SECURITY MANAGEMENT

iViewSYSTEMS
Security | Surveillance | Solutions

outside the security function, volunteers, and students to communicate directly and anonymously in a way that is directly routed to central investigation management.

The Seattle Children's security department has actually evolved its practices to take advantage of some of the capabilities of the incident management system. "Now whenever our officers do any kind of service call they are logging that into the system," says Hayes. "We also oversee the valet service so now whenever a car is parked that goes into the system. We work to capture it all."

The result has been that the security function simply has greater awareness of everything that occurs on the property, both immediately and for the purposes of investigations and reporting metrics to leadership.

In addition to the new components the hospital has added to its incident reporting system, the basic platform has also evolved over the past 6 years they have used it.

The advancing technology of information visualization has been one of the aspects Hayes found very helpful. As the system is used to collect more and more data, it is critical to view the information in a way that is easier to share. Visualizations are available for every module and allow the hospital to create customized dashboards which can include any reporting criteria in the system.

"Right now we are capturing information and creating reports and displaying the information the way we need it to be the most useful," says Hayes.

AN EYE TO THE FUTURE

Hayes continues to look to iView for ways to expand the capabilities of the Seattle Children's security function. "In the next year we will pursue a component for license plate recognition that will compare license plates that come onto our property with those we have on file already," says Hayes. "This would create a proactive security response and

> "At the end of the day, beyond the discussions of features and capabilities you need to be sure the people and companies you choose to invest in and work with are going to be good partners. "iTrak is a great product," says Hayes, "and iView has been a great partner."

alert security of a previous incident with a flagged individual. Security could meet this person at the door or monitor activity from the surveillance system" throughout the network of facilities.

"Security is engaged in renovations and new construction projects and in all facets of safety and security concerns. Right now we are re-designing our inpatient psychiatric unit and we have a team at that table discussing the plans from cameras to access control. We are an engaged partner."

Hayes also says it is essential that security not only work in true partnership with the IT department and the end-users of the system, but also with the manufacturer and the integrator as well.

"At the end of the day, beyond the discussions of features and capabilities you need to be sure the people and companies you choose to invest in and work with are going to be good partners. "iTrak is a great product," says Hayes, "and iView has been a great partner." ✳

SECURITY MANAGEMENT

iViewSYSTEMS
Security | Surveillance | Solutions